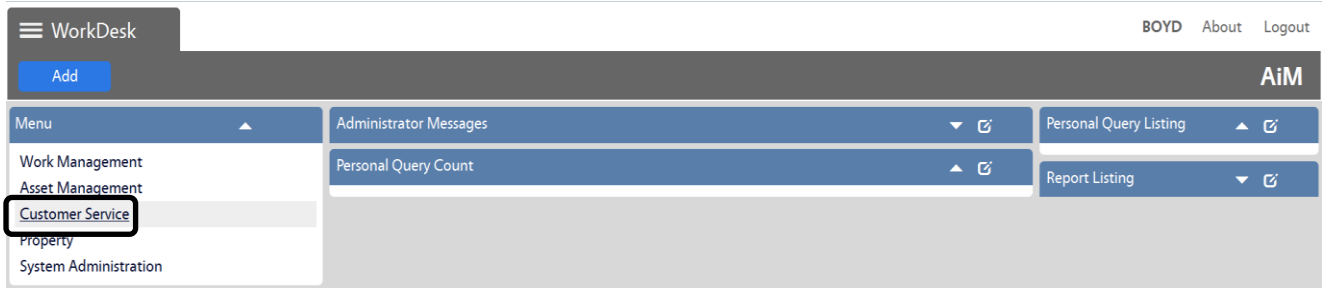


AiM[™] User Guide Customer Request

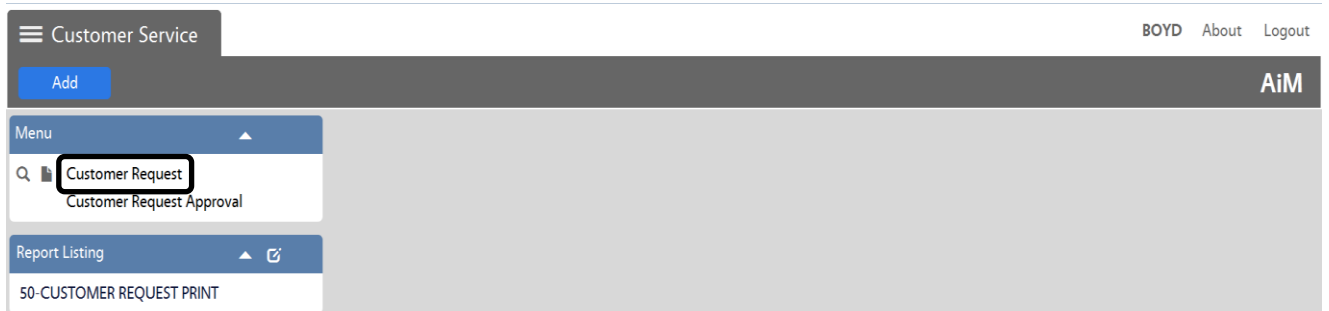


Creating a Customer Request

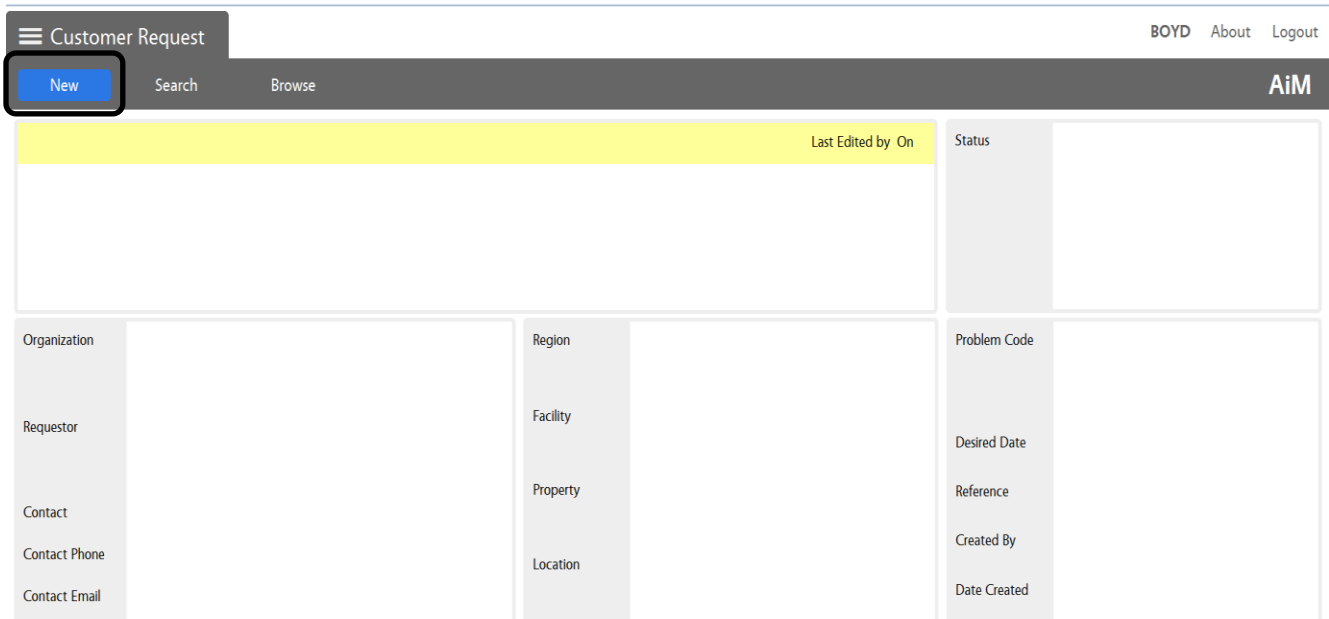
Click the **Customer Service** module then select word **Customer Request**



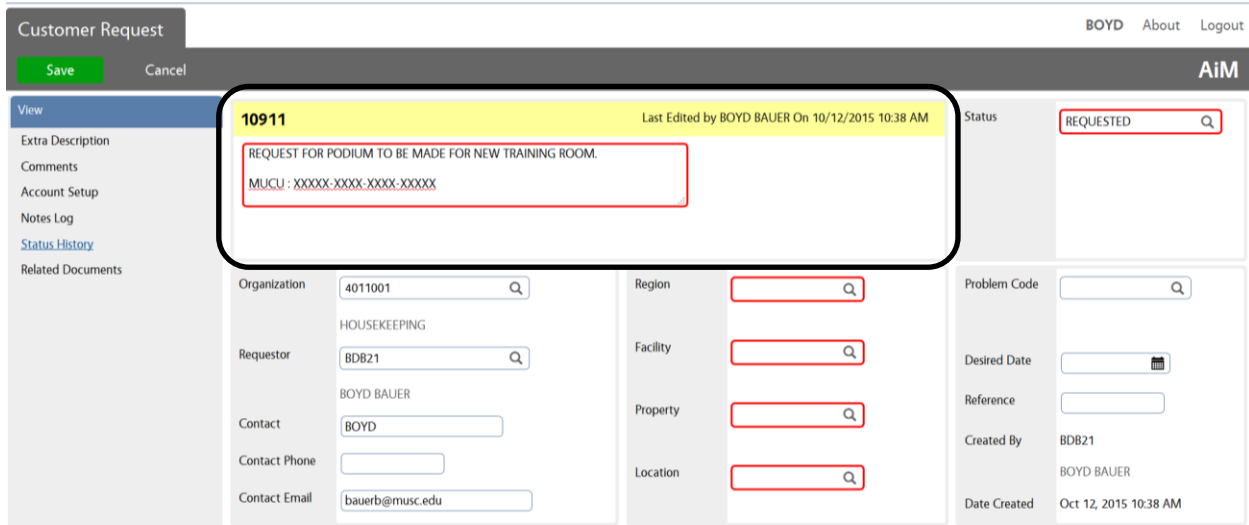
Click **Customer Request**



Click **New**



By default edits will begin in the **Description** box. Enter your request, including as much detail as possible and include your billing account information.



Customer Request BOYD About Logout

Save Cancel AiM

10911 Last Edited by BOYD BAUER On 10/12/2015 10:38 AM Status: REQUESTED

REQUEST FOR PODIUM TO BE MADE FOR NEW TRAINING ROOM.
MUCU : XXXXX-XXXX-XXXX-XXXX

Organization: 4011001 Region:

Requestor: HOUSEKEEPING Facility:

Contact: BOYD BAUER Property:

Contact Name: BOYD Location:

Contact Phone:

Contact Email: bauerb@musc.edu

Problem Code:

Desired Date:

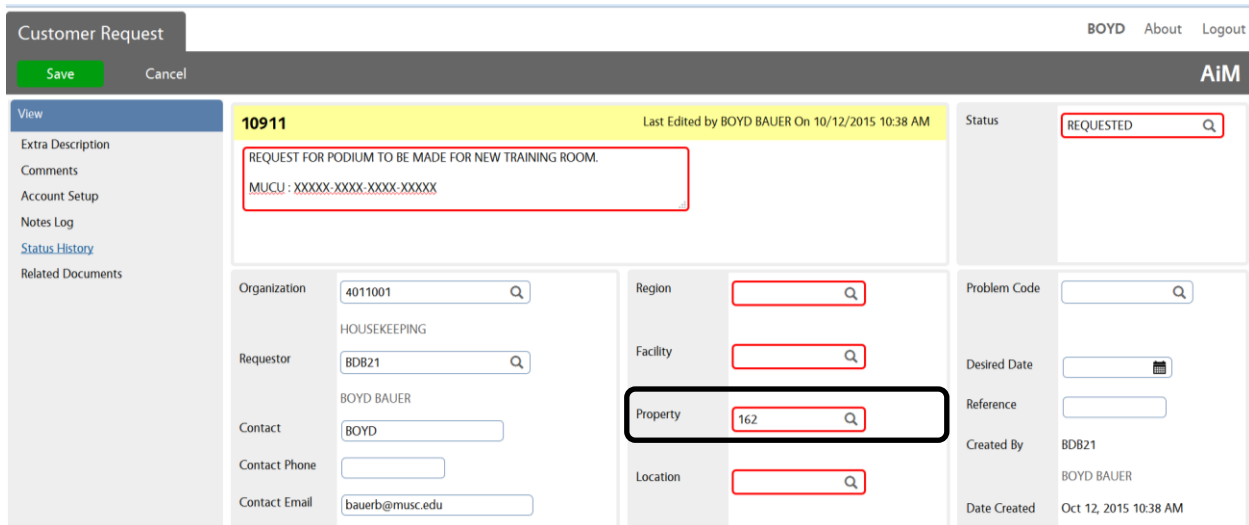
Reference:

Created By: BDB21

BOYD BAUER

Date Created: Oct 12, 2015 10:38 AM

In **Property** box enter the building number and click the magnifying glass. If you do not know the Property number you can find it here: [MUSC Property Search](#).



Customer Request BOYD About Logout

Save Cancel AiM

10911 Last Edited by BOYD BAUER On 10/12/2015 10:38 AM Status: REQUESTED

REQUEST FOR PODIUM TO BE MADE FOR NEW TRAINING ROOM.
MUCU : XXXXX-XXXX-XXXX-XXXX

Organization: 4011001 Region:

Requestor: HOUSEKEEPING Facility:

Contact: BOYD BAUER Property: 162

Contact Name: BOYD Location:

Contact Phone:

Contact Email: bauerb@musc.edu

Problem Code:

Desired Date:

Reference:

Created By: BDB21

BOYD BAUER

Date Created: Oct 12, 2015 10:38 AM

Select the appropriate room **Location**

Location		
Location #	Floor	Description
PG-GRND		JONATHAN LUCAS ST GRGE (PGI) GROUNDS
PG-RF7STW3		PG7STW3 ROOF
PG-RF8M1		PG8M1 ROOF
PG-RF8M2		PG8M2 ROOF
PG101	01	OFFICE
PG101A	01	OFFICE
PG102	01	SHOP
PG102A	01	OFFICE
PG103	01	OFFICE SUPPORT
PG103A	01	OFFICE
PG103B	01	OFFICE
PG103C	01	OFFICE
PG104	01	RESTROOM, STAFF
PG104A	01	CENTRAL STORAGE

Page 1 of 7 Go Display: 10 25 50 First Previous Next Last Records Found = 153

After verifying that the information is correct click **Save**

Customer Request
BOYD About Logout

Save Cancel
AiM

View

- Extra Description
- Comments
- Account Setup
- Notes Log
- [Status History](#)
- Related Documents

10911 Last Edited by BOYD BAUER On 10/12/2015 10:38 AM

REQUEST FOR PODIUM TO BE MADE FOR NEW TRAINING ROOM.
MUCU : XXXXX-XXXX-XXXX-XXXX

Organization:

Requestor:

Contact:

Contact Phone:

Contact Email:

Region:

Facility:

Property:

Location:

Status:

Problem Code:

Desired Date:

Reference:

Created By: BDB21

Date Created: Oct 12, 2015 10:38 AM

Completed Customer Request will appear as shown below and you will receive an automated email response.

Customer Request		BOYD About Logout	
Edit		New Search Browse	
		AiM	
Action Email Print View Extra Description Comments Account Setup Sent Email Notes Log Status History Related Documents	10911 Last Edited by BOYD BAUER On 10/12/2015 10:48 AM REQUEST FOR PODIUM TO BE MADE FOR NEW TRAINING ROOM. MUCU : XXXXX-XXXX-XXXX-XXXX	Status REQUESTED	
Organization 4011001 HOUSEKEEPING Requestor BDB21 BOYD BAUER Contact BOYD Contact Phone Contact Email bauerb@musc.edu	Region MUSC MUSC Facility MAIN CAMPUS MAIN CAMPUS Property 162 JONATHAN LUCAS STREET Location PG101 OFFICE	Problem Code Desired Date Reference Created By BDB21 BOYD BAUER Date Created Oct 12, 2015 10:38 AM	